

(323) 881-2401

January 27, 2003

TO: EACH SUPERVISOR

FROM: P. MICHAEL FREEMAN

**VIRUS ATTACK (SQL) SLAMMER**

The purpose of this memorandum is to supplement information regarding the Fire Department's activities in response to the recent SQL Slammer virus attack.

In addition to information conveyed via my e-mail this morning, and the Chief Information Officer's January 27, 2003 memo to your offices, I have the following to report:

1. Based on lesson's learned from a similar experience that occurred on July 4, 2002, the Department's Information Management Division responded to the January 24 incident with an immediate dispatch of a multi-disciplined technical team. This ensured on-site expertise in every aspect of the complex 911 CAD System. This approach significantly reduced the time necessary to successfully identify and restore full CAD functionality despite the lingering effects being experienced throughout the County.
2. Until the Countywide effort to identify and correct infected equipment is completed, it is conceivable that the 911 CAD System could again be negatively impacted. To address this issue, the Fire Department has implemented a temporary emergency process that, when activated, will completely isolate the 911 CAD System from impact. This process can be completed within two minutes of the decision to implement.
3. A more permanent solution to ensure isolation of the 911 CAD System is underway. I will keep you informed of our progress.

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Throughout the weekend, my staff has worked closely with the County's Computer Emergency Response Team (CERT), including identification and cleansing of several infected servers. We will continue to work closely with the Internal Services Department and the office of the Chief Information Officer to ensure the Fire Department's readiness for these types of events.

If you have any questions regarding this matter, please call me at (323) 881-2401.

PMF:MAW:lyg

c: David E. Janssen  
Louisa Ollague  
Randi Tahara  
Joseph Charney  
Matt Knabe  
Jennifer Plaisted